

Crew Process Wrangler

Job purpose

Kiwiburn is entirely volunteer-run - both onsite on the paddock and behind the scenes year-round. The Crew department is here to help make volunteering with Kiwiburn a really awesome experience. This role makes our volunteers' lives easier by ensuring we have useful and accessible Crew policies and processes in place to help volunteers navigate their roles.

Key Responsibilities

- Lead the development and updating of Crew processes and policies, working with relevant teams to develop content.
- Ensure processes and policies align with Kiwiburn's values and guiding principles, are cohesive (they make sense as a whole) and are user-friendly.
- Ensure that Crew processes and policies contribute to enhancing our volunteer experience.
- Communicate and consult with relevant Kiwiburn teams on policy and process development and any key decisions that affect them.
- Ensure that Facilitators, Team Leads, and new volunteers are up to date with and understand all processes and policies relevant to their role.
- Work with the Volunteer team, Team Leads and ExCom Facilitators to ensure new volunteers are inducted properly.
- Alongside the Admin team, support Team Leads with examples and advice in documenting team knowledge and practices to assist knowledge sharing and handovers.
- Be available and responsive regularly year-round via email and Slack, or ensure there is adequate cover when unavailable.
- Write the annual Afterburn report for Crew Processes.
- Act in a manner fitting of a Kiwiburn member, as per the [Memorandum of Understanding](#).

Working Relationships

- Crew Facilitator
- Crew Facilitator 2iC
- Crew teams
- Team Leads
- ExCom Facilitators
- Secretary
- Communications

Time Commitment

- Up to 5 hrs per week year round

Necessary Qualities, Knowledge and Experience

- Ability to understand and communicate information in a clear and logical manner.
- Organisation and time management skills.
- Strong communication skills, especially in an online environment.
- Ability to work collaboratively in a team with integrity and respect.
- Desire to serve the burner community.
- Comfortable learning/using software with regular access to a computer and internet.

Desirable Qualities, Knowledge and Experience

- Experience working with G suite.
- Experience in developing people-oriented processes and policies.
- Understanding of Te Tiriti o Waitangi (Treaty of Waitangi). Please review the [Memorandum of Understanding](#) for more information.